

**Message: RE: account****✉ RE: account**

**From** Kraft, Emily  
**To** Schott, Kyle  
**Cc**

**Date** Tuesday, January 3, 2017 11:02 AM

 [image001.png](#) (38 Kb HTML)  [image002.jpg](#) (5 Kb HTML)

If I'm understanding ITSD correctly, when this happens, I'm supposed to resend the confirmation code email. If Michelle is available to try logging in again, let me know and I'll resend the email.

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**From:** K Schott [mailto:[kschott@ccsomo.org](mailto:kschott@ccsomo.org)]  
**Sent:** Thursday, December 29, 2016 4:20 PM  
**To:** Kraft, Emily  
**Subject:** FW: account

This is what Michele got when she could not get in with the code.

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**From:** Michele Marsh [mailto:[mmarsh@ccsomo.org](mailto:mmarsh@ccsomo.org)]  
**Sent:** Thursday, December 29, 2016 4:19 PM  
**To:** K Schott  
**Subject:** RE: account



You have exceeded the maximum number of attempts to complete your account setup. Please contact your supervisor or the system administrator for additional information.

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**From:** K Schott [mailto:[kschott@ccsomo.org](mailto:kschott@ccsomo.org)]  
**Sent:** Thursday, December 29, 2016 3:36 PM  
**To:** Bill Holtmeyer; Connie Koerner-Bean; Connie Pendley; Crystal Gilliland; Denise Wilkinson; Julie Partin; Karen Rice; LaTasha Bashley; Mallory Parr; Michele Marsh; Melody Atkinson; Nikohl McKee; Robin Walters  
**Subject:** RE: account

By the way this system does not seem to open in Chrome so make sure you are using Internet

Explorer.

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**From:** K Schott [mailto:[kschott@ccsomo.org](mailto:kschott@ccsomo.org)]

**Sent:** Thursday, December 29, 2016 3:17 PM

**To:** Bill Holtmeyer; Connie Koerner-Bean; Connie Pendley; Crystal Gilliland; Denise Wilkinson; Julie Partin; Karen Rice; Kyle Schott; LaTasha Bashley; Mallory Parr; Marsh, Michele; Melody Atkinson; Nikohl McKee; Robin Walters

**Subject:** account

There seems to be some issues with people setting up an account for the new ATA system. Crystal, Melody, and Karen are activated. I would like everyone to try to set up their account to see if we can get everyone activated. I just had the system send out another email to everyone.

**Kyle Schott, MA LPC**

Regional Director

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